



Welcome Pack

Dear Guest,

I wish you a very warm welcome to Radisson Blu Edwardian, Heathrow. We truly hope that your period of quarantine here will be as relaxing and as comfortable as possible. In this welcome letter, we would like to take the opportunity to bring to your attention some of the hotel services available to you during your stay.

Contactless Service Through Edward™, Your Virtual Host

Let me introduce Edward, our virtual host. Available through the app, Edward speaks 59 languages and can assist with anything from room service orders and taxi bookings, to directions and questions about what we offer. If you haven't already, you can download the app by scanning the QR code below on your mobile device or ask for assistance at reception.

App Store



Google Play



Entry

We would like to inform you that our hotel is currently open exclusively to guests booked via the travel agent appointed by the UK Government. We have therefore made the decision to keep our entry doors to the hotel locked. If you have an approved reason to exit the hotel, you will need to use your bedroom key to gain re-entry. Our on-site security team is here to help should you require any assistance.

Wi-Fi

We are pleased to offer you complimentary Wi-Fi. Featuring industry-leading speeds of up to 150Mbps, our Wi-Fi is a simple one-click process available on unlimited devices, providing ease of access without impeding on security. Please access this service using the below credentials:

SSID: Radisson BLU Guest

Password: radissonblu

Should you require any assistance connecting to our Wi-Fi, please contact reception on extension 68000.

In-Room TV Compendium

We are currently updating our TV compendium, so we kindly ask you to familiarise yourself with the hotel services stated in this letter.

Incidental Charges

Incidental charges are any purchased items which are not included in your reservation. We would like to make you aware that we cannot accept payment upon delivery to your room, therefore we encourage you to add credit to your reservation if you would like to purchase any non-inclusive items. Should you wish to add credit to your reservation, you will need to complete an online form via the link that you will receive shortly after your arrival. To add your credit, open the secure link and submit your credit card details. This process will automatically charge your card the value of £50.00, allowing the hotel team to set up credit to your reservation. If the full value of £50.00 is used, we will send you another link should you want to add further credit. If you have no incidental charges to settle at the end of your stay, we will refund any outstanding amount to your card. You will not be asked to provide payment card details by telephone.

Useful Hotel Numbers

Concierge: 68040

Reception: 68000

Fire and Emergencies: 0

Hotel Duty Manager: 68099

Room Service: 68100

Non-Food Deliveries

As a guest at our hotel, we are more than happy to accept deliveries on your behalf. If you are shopping online, please give retailers the following information:

Your first name, followed by your last name

Resident Guest

C/O Radisson BLU Edwardian Heathrow Hotel

140 Bath Road

Hayes

Middlesex

UB3 5AW

Please note, the postcode is important as there are two Radisson hotels on Bath Road.

Food Deliveries

We are also able to accept food deliveries on your behalf from companies such as Deliveroo, Just Eat and Uber Eats. Please note that the hotel accepts no liability for any food or beverage accepted on your behalf for delivery to your bedroom. Please give retailers the following information:

Your first name, followed by your last name

Resident Guest

C/O Radisson BLU Edwardian Heathrow Hotel

140 Bath Road

Hayes

Middlesex

UB3 5AW

Please note, the postcode is important as there are two Radisson hotels on Bath Road.

Printing Service

We offer a complimentary printing service for essential documents should you require any documents printed. Please scan the QR Code below and remember to include your room number and name in the body of the email. Alternatively, you can email the documents to heathrowvip@edwardian.com. We will print the documents and deliver them to your bedroom.



Telephone Service

We would like to bring to your attention that telephone calls to external numbers from a hotel bedroom can be costly and such charges are not included in your reservation. Wi-Fi is complimentary, so we actively encourage you to use services such as WhatsApp or Facetime when making calls. For further information, please call us on 68000.

Laundry Service

Seven essential items of laundry per person in the first 7 days are included in your reservation. For the remainder of your stay, three essential items of laundry per person are included in your reservation. Please do pay particular attention to the collection and return days and note that laundry is returned to guest rooms in the evening of each return day. We ask you to consider this especially around your departure date from your hotel quarantine facility. Please note the collection and delivery days listed below:

Monday collection before 10am – delivered back to your bedroom on Wednesday before 7pm.

Wednesday collection before 10am – delivered back to your bedroom on Friday before 7pm.

Friday collection before 10am – delivered back to your bedroom on Monday before 7pm.

Please complete the paperwork in full and place inside your laundry bag.

Any items that are not considered essential or that are above your daily allowance will be charged to your own personal bill.

You will find a supply of laundry bags and laundry forms in your room's wardrobe.

Refuse

We will collect refuse daily between the hours of 10am and 3pm. In your wardrobe you will find a supply of waste bags. We ask that you place your refuse inside one of the bags provided and seal it, before placing outside

your bedroom just beside the bedroom door. There is no need to call us, as we will be regularly making collections between 10am and 3pm.

Contacting Us Via Email

Please feel free to contact us via email at heathrowvip@edwardian.com.

Dining

As our guests, you will be offered a daily changing menu on a five-day basis, inclusive of breakfast, lunch and dinner.

Please make your selections and return to the hotel team on day one for days 1-5 and on day four for days 6-11.

All meals will be delivered to your bedroom via a trolley service.

We will need to collect your pre-orders shortly after check-in and we appreciate your cooperation with this.

Please find an example menu below. Your daily menus have been provided alongside this welcome letter.

Radisson BLU
EDWARDIAN, HEATHROW

WELCOME TO OUR IN-ROOM RAMADAN MENU
Monday 07 April 2021

SABH
Please select one of the following dishes
Scrambled eggs, roasted tomatoes, hash browns and baked beans
or
Omelette with mushrooms and tomatoes
All served with
Toasted bread
English Breakfast tea
Chamomile herbal tea
Coffee
Decaffeinated coffee

VISGAL VISGAL
Chick partridge with fig
All served with
White rice
VISGAL VISGAL
Spiced vegetables served with raman bread
LATE NIGHT
Vegetable massaman curry with fragrant basmati rice

CHILDREN'S LUNCH
Chick chicken with soft baked bases and chips

CHILDREN'S DINNER
Beef pasta with vegetables and tomato sauce

DRINKS
Please select from the following with drinks for
lunch and late night. Lunch Dinner

Lemonade
Coke
Diet Coke

LATE NIGHT
Please select one of the following dishes
Lemon-roasted chicken with crushed potatoes and creamy sauce
or
Crispy fish with tartar sauce and steamed broccoli

All served with
Pasta with roasted pepper and creamy spicy ingredients

If you have a food allergy or intolerance please speak to a member of our staff before you order or consume any food or beverage.

Allergies and Dietary Requirements

Any specific allergies or dietary requirements must be communicated immediately upon arrival.

Breakfast Service

Breakfast will be served daily between 7:30am and 9:00am.

We are pleased to provide you with one fresh juice for each guest to accompany your breakfast, as well as whole fresh fruits and 1.5 litre of drinking water per guest, per day.

Lunch Service

Lunch will be served daily between 1.00pm and 2.30pm.

We are pleased to provide you with one soft drink for each guest to accompany your lunch.

Dinner Service

Dinner will be served daily between 6.00pm and 8.00pm.

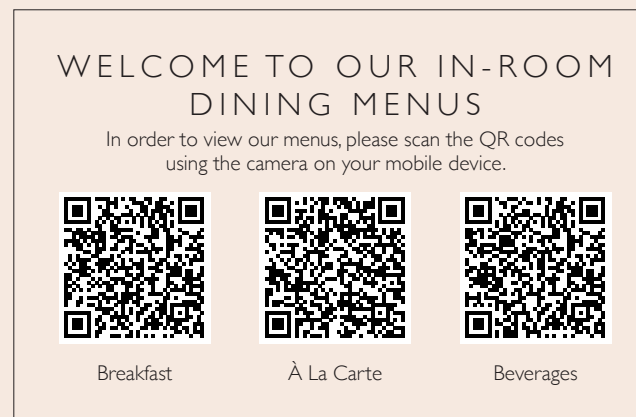
We are pleased to provide you with one soft drink for each guest to accompany your dinner.

In-Room Tea & Coffee Amenity

When delivering your meals, our team will also be able to supply replenishments of tea bags, sugar sachets, coffee sachets and individual UHT milk cartons. Please do just let us know when we deliver your meals if we can add any of these to your delivery.

In-Room Dining (Non-Inclusive)

Radisson Blu Edwardian, Heathrow will also offer a 24-hour in-room dining menu. The menus can be found by scanning the QR codes provided in your room. Please be reminded that items chosen from these menus are chargeable to your own personal account and are not included in your reservation.



When you wish to order, you can do so through our Edward™ App or by calling In-Room Dining on 68100.

Housekeeping Service

Under the guidelines of the government quarantine hotel terms, we politely remind you that our housekeeping team are not permitted to enter or service your bedroom. We will however be happy to replenish items for you as required. For the following day's delivery, you can email your requirements to us on heathrowvip@edwardian.com or telephone us on 68000 to inform us of those requirements. We kindly ask that you communicate those requirements to us prior to 7pm for next day delivery. Replenishments will then be delivered the following day between 10am and 3pm. To return used linen to us, please place the linen items inside the larger waste bags found in your wardrobe and seal the bag. Please leave this sealed bag outside your bedroom next to the door before 1pm daily.

Visitors

Please be aware that we are currently operating as a residents-only hotel. This means that no visitors are permitted to enter the hotel premises at any time.

No Smoking

We are a non-smoking hotel. Smoking/vaping in a non-designated room or area anywhere on these premises is an offence and the hotel is liable for any breach of this law. Anyone found in breach of this law will be subject to a £250.00 charge.

Fire Assembly Point

The Fire Assembly Point is now Car Park E & D (at the rear of the building). The Fire Assembly Point for Positive Covid Guests is Assembly point in Steak & Lobster Car Park. For additional information, please refer to the sign located on the bedroom door. In the event of a fire alarm, please evacuate in a socially distanced manner and always keep your distance to fellow guests and staff when at the assembly point.

Weekly Fire Alarm Test

We would like to draw to your attention that the hotel carries out a weekly fire alarm test each Sunday at 4pm. During this time, you will likely hear a bell sounding for a short period of time.

Lift Etiquette

Please be aware that the lifts may be used to travel upwards within the building from level 1 to levels 2,3 and 4. If you are descending to the Ground Floor (Level 1), please use the staircase adjacent to the lift.

Useful Tips – Hand Washing



Useful Tips – Covid Resource Centre



Useful Numbers

Welfare

Samaritans: 0330 094 5717 from a landline

Samaritans: 116 123 from UK-issued mobile phones

Places of Worship

St. Peter & St. Paul Church of England, Church of England: 020 8759 9569

The Immaculate Church of Mary, Catholic Church: 020 8573 2544

The Hayes Muslim Centre, Muslim Centre: 020 8561 7149

The Hayes Methodist Group, Methodist Church: 020 8561 8827

The Ramgarhia Sikh Association, Hayes: 020 8561 4084

Vishwa Hindu Mandir, Southall : 020 8574 3870

Pharmacies

Hayes Town Pharmacy: 020 8813 7626

Lloyds' Pharmacy at Sainsbury's: 020 8573 1587

Tesco Pharmacy: 020 8848 9112

If you feel you require a doctor or medical advice, please dial 824 20005 or call Reception on 68000.

If you would like to request assistance to go for a walk, exercise, or cigarette break, please dial 68018 or call Reception on 68000.

PCR Tests Information

We would like to remind you that you are required by the UK Government to undertake a PCR test on the second and eighth day of your quarantine. These tests are to be self-administered in your room. G4S security will deliver the testing kit to your bedroom on the relevant mornings in question.

It is very important that you retain the barcode for each of your tests. Please keep this barcode very safe. You will find the barcode within the PCR test kit.

It is also important to register your Day 2 and Day 8 PCR tests using the relevant barcodes from each PCR test kit. Once you confirm the registration, you can call 9119 from your guest bedroom to ask for any assistance you might require. When calling 119, you must have your barcode for the relevant PCR test readily available.

When registering a PCR test, you will be asked to input a 'Site ID'. The Site ID for this managed hotel quarantine facility is RBEH.

If you require assistance on how to administer the PCR test, please scan the QR code that we have uploaded onto your TV using your mobile device. The QR code will take you to an NHS website, where a demonstration is available.



We hope that the information provided will answer any questions that you may have. If there is anything you would like to ask, please do call us on 68000.

We wish you an enjoyable and relaxing stay here at Radisson Blu Edwardian, Heathrow.

Yours sincerely,

Michael Cheung
General Manager